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December 5, 2017

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: Copper Retirement Change Notifications filed by:**  
**Verizon Delaware LLC (WC Docket No. 17-14 and NCD-2662);**  
**Verizon Maryland LLC (WC Docket No. 16-351 and NCD-2648);**  
**Verizon New England Inc. (WC Docket No. 17-15 and NCD-2663);**  
**Verizon New Jersey Inc. (WC Docket No. 17-9 and NCD-2657);**  
**Verizon New York Inc. (WC Docket No. 17-10 and NCD-2658);**  
**Verizon Pennsylvania LLC (WC Docket No. 17-13 and NCD-2661);**  
**Verizon New England Inc. (WC Docket No. 17-11 and NCD-2659); and**  
**Verizon Virginia LLC (WC Docket No. 17-12 and NCD-2660)**

Dear Ms. Dortch:

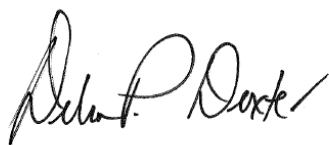
On September 16, 2016, Verizon filed certifications pursuant to 47 C.F.R. § 51.332(d) for eight copper retirement notices filed with the Commission on September 15, 2016. Verizon notified additional retail customers covered by these notices on January 16 and 19, 2017 and filed a supplemental certification on April 14, 2017.

Subsequent to the initial and supplemental certification filings, Verizon discovered that some additional retail customers in each of the eight states did not receive notification at the time of the filing. Verizon identified these retail customers and sent the appropriate letters, based on retail customer type, on October 20, 2017. Attached is a supplement to our initial certifications stating that these additional retail customers received the appropriate notification on October 20, 2017. Copies of those letters are included as Attachment B to the Supplemental Certification we are filing today.

Copper Retirement Change Notification filed by	Verizon Copper Retirement ID Number	FCC Docket Number	NCD Number
Verizon Delaware LLC	2016-03-A-DE	WC Docket No. 17-14	NCD-2662
Verizon Maryland LLC	2016-03-A-MD	WC Docket No. 16-351	NCD-2648
Verizon New England Inc.	2016-03-A-MA	WC Docket No. 17-15	NCD-2663
Verizon New Jersey Inc.	2016-03-A-NJ	WC Docket No. 17-9	NCD-2657
Verizon New York Inc.	2016-03-A-NY	WC Docket No. 17-10	NCD-2658
Verizon Pennsylvania LLC	2016-03-A-PA	WC Docket No. 17-13	NCD-2661
Verizon New England Inc.	2016-03-A-RI	WC Docket No. 17-11	NCD-2659
Verizon Virginia LLC	2016-03-A-VA	WC Docket No. 17-12	NCD-2660

Please contact me at 202-515-2497 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Marlene H. Dortch", with a checkmark at the end.

**SECOND SUPPLEMENTAL CERTIFICATION OF PUBLIC NOTICE(s) OF  
COPPER RETIREMENT NETWORK CHANGE UNDER RULE 51.332(d)**

**Copper Retirement Change Notifications filed by:**

**Verizon Delaware LLC (WC Docket No. 17-14 and NCD-2662);  
Verizon Maryland LLC (WC Docket No. 16-351 and NCD-2648);  
Verizon New England Inc. (WC Docket No. 17-15 and NCD-2663);  
Verizon New Jersey Inc. (WC Docket No. 17-9 and NCD-2657);  
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Verizon New England Inc. (WC Docket No. 17-11 and NCD-2659); and  
Verizon Virginia LLC (WC Docket No. 17-12 and NCD-2660)**

<b>Copper Retirement Change Notification filed by</b>	<b>Verizon Copper Retirement ID Number</b>	<b>FCC Docket Number</b>	<b>NCD Number</b>
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Verizon New Jersey Inc.	2016-03-A-NJ	WC Docket No. 17-9	NCD-2657
Verizon New York Inc.	2016-03-A-NY	WC Docket No. 17-10	NCD-2658
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Verizon New England Inc.	2016-03-A-RI	WC Docket No. 17-11	NCD-2659
Verizon Virginia LLC	2016-03-A-VA	WC Docket No. 17-12	NCD-2660

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. **Executed on December 5, 2017.**

1. On October 20, 2017, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon all retail customers to whom notice is required and who did not receive initial notification on September 15, 2016;

6. Second Supplemental Attachment B contains a copy of the written notices provided to those retail customers that did not receive the original September 15, 2016 notification.



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Silvana Grady  
Director – Business Transformation  
Verizon

## **Second Supplemental Attachment B**



## NOTICE OF COPPER RETIREMENT

October 20, 2017

Name  
Address  
City, State, Zip

Dear John Q. Sample:

Telephone Number:

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on September 15, 2016. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.800.324.1497.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## NOTICE OF COPPER RETIREMENT

October 20, 2017

Name  
Address

Dear John Q. Sample:

Telephone Number:

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on September 15, 2016. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018



**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 800-392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 4. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 5. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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October 20, 2017

Name  
Address  
City, State, Zip

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Telephone Number:

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We will transfer your voice service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage, your voice service will not work without battery backup. Battery back-up options are available depending on the number of lines to be supported. Our representatives can best answer your questions when you call to make an appointment.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

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Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

**On behalf of:**

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- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.505.1185 to schedule an appointment.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** The backup battery device will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
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Phone: (888) 225-5322  
<https://consumercomplaints.fcc.gov/hc/en-us>

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- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 4. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 5. What is the backup battery?** The backup battery device will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.





## NOTICE OF COPPER RETIREMENT

October 20, 2017

Name  
Address  
City, State, Zip

Dear John Q. Sample:

Telephone Number:

Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on September 15, 2016. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

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Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

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October 20, 2017

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Address  
City, State, Zip

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Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

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<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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## NOTICE OF COPPER RETIREMENT

October 20, 2017

Name  
Address

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Telephone Number:

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We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

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You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
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230 W 36<sup>th</sup> St.  
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## AVISO DE RETIRADA DEL COBRE

20 de octubre 2017

Nombre  
Dirección

Estimado(a) John Q. Sample:

Número de teléfono:

En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 15 de septiembre 2016. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permitame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

## En nombre de:

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

## Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>

## Comisiones de servicios públicos estatales

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

## Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



## NOTICE OF COPPER RETIREMENT

October 20, 2017

Name  
Address  
City, State Zip

Dear John Q. Sample:

Telephone Number:

Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber.

Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area, pursuant to our copper retirement notice filed with the FCC on September 15, 2016. You will have at least 90 days from the date of this letter before you are required to transition your service to fiber.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin". The signature is fluid and cursive, with the first name "Janet" being more prominent.

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 1001

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
Washington, DC 20554  
Phone: (888) 225-5322  
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**State Public Utility Commissions**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

<b>Service Address State</b>	<b>Copper Retirement ID Number</b>
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

**Frequently Asked Questions**

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 4. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 5. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## AVISO DE RETIRADA DEL COBRE

20 de octubre 2017

Nombre  
Dirección

Estimado(a) John Q. Sample:

Número de teléfono:

En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 15 de septiembre 2016. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

En nombre de:



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Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

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NY	2016-03-A-NY
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RI	2016-03-A-RI
VA	2016-03-A-VA

## Preguntas más frecuentes

1. **¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
2. **No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
3. **¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5. Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
4. **¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
5. **¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
6. **¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.